

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

From 12/01/2002 To 04/30/2004

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

M = Mediation (All result in undetermined finding)

S = Systemic (facility-wide issues)

Aarondale Retirement and Assisted Living , Assisted Living Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>	
Case 1	B-5	Information regarding medical condition, treatment and any changes	Verified	Resolved
	D-11	Reprisal, retaliation	Undetermined	Resolved
	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Verified	Resolved
	L-4	Inadequate record-keeping	Verified	Resolved
	L-4	Inadequate record-keeping	Verified	Resolved

Arden Courts of Annandale , Assisted Living Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>	
Case 1	C-4	Discharge/eviction - planning, notice, procedure	Not Justified	Not Resolved
	F-5	Medications - administration, organization	Partially Verified	Resolved

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Brighton Gardens of Arlington , Assisted Living Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	D-10 Response to complaints	Verified	Resolved
	D-3 Dignity, respect - staff attitudes	Verified	Resolved
	L-2 Administrator(s) unresponsive, unavailable	Partially Verified	Resolved

Cardinal Nursing and Rehabilitation Center at The Virginian, The , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	A-5 Gross neglect	Verified	Resolved
	B-5 Information regarding medical condition, treatment and any changes	Partially Verified	Resolved
	F-1 Accidents, improper handling	Undetermined	Resolved
	L-1 Abuse investigation/reporting	Verified	Resolved
	L-4 Inadequate record-keeping	Verified	Resolved
	M-3 Staff training, lack of screening	Verified	Resolved

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Cherrydale Health and Rehabilitation Center , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	B-0	Lack of communication between staff and r.p.	Partially Verified
	E-3	Personal property lost, stolen, used by others, destroyed	Verified
	F-9	Symptoms unattended, no notice to others of change in condition	Partially Verified
Case 2	F-5	Medications - administration, organization	Not Justified
	F-9	Symptoms unattended, no notice to others of change in condition	Not Justified
Case 3	F-1	Accidents, improper handling	Not Justified
Case 4	E-3	Personal property lost, stolen, used by others, destroyed	Verified
Case 5	A-5	Gross neglect	Verified
	B-5	Information regarding medical condition, treatment and any changes	Verified
	F-9	Symptoms unattended, no notice to others of change in condition	Verified
	M-1	Communication, language barrier	Verified
Case 6	C-4	Discharge/eviction - planning, notice, procedure	Verified

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Cobblestones at Fairmont , Assisted Living Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	F-5 Medications - administration, organization	Verified	Resolved

Goodwin House West , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	K-3 Equipment/building - disrepair, hazard, poor lighting, fire safety	Undetermined	Resolved
	K-5 Infection control	Verified	Resolved

Heatherwood Retirement Community , Assisted Living Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1-M	I-0 Other - Activities and Social Services	Undetermined	Resolved

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Hermitage in Northern Virginia , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>	
Case 1	B-1	Access to own records	Verified	Resolved
	B-5	Information regarding medical condition, treatment and any changes	Verified	Resolved
	D-10	Response to complaints	Partially Verified	Resolved
	D-3	Dignity, respect - staff attitudes	Verified	Resolved
	F-10	Toileting	Partially Verified	Resolved
	F-2	Call lights, requests for assistance	Undetermined	Resolved
	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Undetermined	Resolved
	F-5	Medications - administration, organization	Undetermined	Resolved
	F-9	Symptoms unattended, no notice to others of change in condition	Undetermined	Resolved
	J-1	Assistance in eating or assistive devices	Partially Verified	Resolved
	J-2	Fluid availability/hydration	Partially Verified	Resolved
	J-3	Menu - quantity, quality, variation, choice	Verified	Resolved
	J-6	Therapeutic diet	Verified	Resolved
	L-2	Administrator(s) unresponsive, unavailable	Not Justified	Resolved
	M-3	Staff training, lack of screening	Verified	Resolved
	M-5	Staff unresponsive, unavailable	Verified	Resolved
	M-6	Supervision	Verified	Resolved

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INOVA Commonwealth Care Center , Nursing Facility

<u>File Number</u>	<u>Category</u>		<u>Finding</u>	<u>Status</u>
Case 1	A-5	Gross neglect	Verified	Resolved
	J-2	Fluid availability/hydration	Undetermined	Resolved
	M-5	Staff unresponsive, unavailable	Verified	Resolved
Case 2	A-5	Gross neglect	Verified	Resolved
	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Verified	Resolved
	K-3	Equipment/building - disrepair, hazard, poor lighting, fire safety	Verified	Resolved
	L-4	Inadequate record-keeping	Verified	Resolved
	L-4	Inadequate record-keeping	Verified	Resolved
Case 3	A-5	Gross neglect	Verified	Resolved
	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Verified	Resolved
	F-9	Symptoms unattended, no notice to others of change in condition	Verified	Resolved
	J-2	Fluid availability/hydration	Verified	Resolved
	L-4	Inadequate record-keeping	Verified	Resolved
	M-3	Staff training, lack of screening	Undetermined	Resolved

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Case 4	E-1	Billing/charges - notice, approval, questionable, accounting wrong or denied	Verified	Resolved
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Integrated Health Care Incorporated , Home Health Agency

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	L-2	Administrator(s) unresponsive, unavailable	Resolved
	M-2	Shortage of staff	Resolved

Integrated Health Services of Northern Virginia , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Resolved
	F-9	Symptoms unattended, no notice to others of change in condition	Resolved

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Lincolnia Senior Center , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1-M	C-1 Admission contract and/or procedure	Undetermined	Resolved
	D-1 Choose personal physician, pharmacy	Undetermined	Resolved
	D-10 Response to complaints	Undetermined	Resolved
	E-1 Billing/charges - notice, approval, questionable, accounting wrong or denied	Undetermined	Not Resolved
	I-2 Community interaction, transportation	Undetermined	Resolved

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ManorCare Health Services - Alexandria , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	A-5	Gross neglect	Resolved
	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Resolved
	F-7	Physician services	Resolved
	F-9	Symptoms unattended, no notice to others of change in condition	Resolved
Case 2	C-4	Discharge/eviction - planning, notice, procedure	Resolved
	E-1	Billing/charges - notice, approval, questionable, accounting wrong or denied	Resolved
	E-3	Personal property lost, stolen, used by others, destroyed	Resolved
Case 3	E-1	Billing/charges - notice, approval, questionable, accounting wrong or denied	Partially Resolved

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ManorCare Health Services - Arlington , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	A-5 Gross neglect	Verified	Resolved
	D-10 Response to complaints	Partially Verified	Resolved
	F-11 Tubes - neglect of catheter, NG tube	Partially Verified	Resolved
	F-6 Personal hygiene	Not Justified	Resolved
	F-8 Pressure sores	Verified	Resolved
Case 2	F-2 Call lights, requests for assistance	Verified	Resolved
	F-5 Medications - administration, organization	Not Justified	Resolved
	F-8 Pressure sores	Not Justified	Resolved
Case 3	F-9 Symptoms unattended, no notice to others of change in condition	Not Justified	Resolved
	J-7 Weight loss due to inadequate nutrition	Not Justified	Resolved

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ManorCare Health Services - Fair Oaks , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1-M	D-10	Response to complaints	Undetermined
	E-3	Personal property lost, stolen, used by others, destroyed	Undetermined
	G-1	Assistive devices or equipment	Undetermined
	I-4	Social services - availability/appropriateness	Undetermined
	L-2	Administrator(s) unresponsive, unavailable	Undetermined
Case 2	A-5	Gross neglect	Verified
	L-0	Failure to report elopement to Adult Protective Services	Verified
	M-2	Shortage of staff	Verified
	M-3	Staff training, lack of screening	Verified
Case 3	C-1	Admission contract and/or procedure	Verified
	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Verified
	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Verified
	J-3	Menu - quantity, quality, variation, choice	Partially Verified
	M-5	Staff unresponsive, unavailable	Partially Verified

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Case 4	F-9	Symptoms unattended, no notice to others of change in condition	Not Justified	Resolved
Case 5	C-4	Discharge/eviction - planning, notice, procedure	Partially Verified	Resolved
	F-1	Accidents, improper handling	Not Justified	Resolved
	F-12	Wandering, failure to accommodate/monitor	Verified	Resolved
	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Verified	Resolved
	L-4	Inadequate record-keeping	Verified	Resolved
Case 6	E-0	Lost dentures; failure to reimburse resident	Verified	Resolved
Case 7	C-6	Discrimination in admission due to Medicaid status	Not Justified	Resolved
Case 8	C-4	Discharge/eviction - planning, notice, procedure	Not Justified	Resolved
Case 9	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Verified	Resolved
	F-5	Medications - administration, organization	Verified	Resolved
	F-8	Pressure sores	Verified	Resolved
	J-6	Therapeutic diet	Verified	Resolved
Case 10	I-0	Resident distractions		Withdrawn

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Oak Springs , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1-M	D-11 Reprisal, retaliation	Undetermined	Resolved
	F-1 Accidents, improper handling	Undetermined	Resolved
	F-8 Pressure sores	Undetermined	Resolved
	G-0 Resident has not been observed as an inpatient in a psychiatric setting.	Undetermined	Resolved

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Potomac Center, Genesis ElderCare Network , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	A-5	Gross neglect	Resolved
	F-5	Medications - administration, organization	Resolved
	F-9	Symptoms unattended, no notice to others of change in condition	Resolved
	M-1	Communication, language barrier	Resolved
Case 2	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Resolved
	F-9	Symptoms unattended, no notice to others of change in condition	Resolved
	J-1	Assistance in eating or assistive devices	Resolved
	J-7	Weight loss due to inadequate nutrition	Resolved
Case 3	A-5	Gross neglect	Resolved
Case 4	C-4	Discharge/eviction - planning, notice, procedure	Resolved
	E-1	Billing/charges - notice, approval, questionable, accounting wrong or denied	Resolved

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Ruxton Health of Woodbridge , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	A-5 Gross neglect	Not Justified	Resolved

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Sleepy Hollow Manor Nursing Home , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	F-0S Christmas ornaments in February	Verified	Not Resolved
	F-10S Toileting	Verified	Partially Resolved
	F-2S Call lights, requests for assistance	Verified	Partially Resolved
	F-6S Personal hygiene	Verified	Not Resolved
	G-7S Vision and hearing	Verified	Not Resolved
	J-2S Fluid availability/hydration	Verified	Resolved
	K-1S Air temperature and quality	Verified	Resolved
	K-2S Cleanliness, pests	Verified	Resolved
	K-3S Equipment/building - disrepair, hazard, poor lighting, fire safety	Verified	Resolved
	K-7S Odors	Verified	Resolved
	M-0S Staff not wearing name tags	Verified	Resolved
	M-5S Staff unresponsive, unavailable	Verified	Resolved
Case 2	A-5 Gross neglect	Not Justified	Resolved
	B-0 Family member access to resident's records	Not Justified	Resolved
	F-7 Physician services	Not Justified	Resolved
	J-0 Facility monitoring resident's eating	Not Justified	Resolved
	J-2 Fluid availability/hydration	Verified	Resolved

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Case 2	L-4	Inadequate record-keeping	Verified	Resolved
Case 3	A-5	Gross neglect	Not Justified	Resolved
	D-10	Response to complaints	Verified	Resolved
	D-3	Dignity, respect - staff attitudes	Verified	Resolved
	F-10	Toileting	Verified	Resolved
	F-2	Call lights, requests for assistance	Verified	Partially Resolved
	F-6	Personal hygiene	Verified	Resolved
	M-2	Shortage of staff	Verified	Not Resolved
	M-3	Staff training, lack of screening	Verified	Resolved
	M-5	Staff unresponsive, unavailable	Verified	Resolved
Case 4	A-5	Gross neglect	Not Justified	Resolved
	D-3	Dignity, respect - staff attitudes	Verified	Partially Resolved
	F-10	Toileting	Verified	Resolved
	F-2	Call lights, requests for assistance	Verified	Resolved
	F-6	Personal hygiene	Verified	Resolved
	J-1	Assistance in eating or assistive devices	Partially Verified	Partially Resolved
	J-2	Fluid availability/hydration	Verified	Partially Resolved
	K-2	Cleanliness, pests	Verified	Resolved
	K-3	Equipment/building - disrepair, hazard, poor lighting, fire safety	Verified	Resolved
	K-7	Odors	Verified	Resolved
	M-2	Shortage of staff	Verified	Partially Resolved

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Case 4	M-5	Staff unresponsive, unavailable	Verified	Partially Resolved
	M-6	Supervision	Verified	Resolved
Case 5	A-3	Abuse, verbal/mental (including involuntary seclusion)	Not Justified	Resolved
	D-10	Response to complaints	Not Justified	Resolved
	D-3	Dignity, respect - staff attitudes	Undetermined	Resolved
	F-10	Toileting	Undetermined	Resolved
	F-11	Tubes - neglect of catheter, NG tube	Not Justified	Resolved
	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Not Justified	Resolved
	F-6	Personal hygiene	Partially Verified	Resolved
	F-8	Pressure sores	Not Justified	Resolved
	I-1	Activities - choice and appropriateness	Not Justified	Resolved
	J-1	Assistance in eating or assistive devices	Partially Verified	Resolved
	J-2	Fluid availability/hydration	Partially Verified	Resolved
Case 6	K-3	Equipment/building - disrepair, hazard, poor lighting, fire safety	Verified	Resolved
	M-3	Staff training, lack of screening	Verified	Resolved
	M-6	Supervision	Verified	Resolved
Case 7	K-1	Air temperature and quality	Not Justified	Resolved
	K-3	Equipment/building - disrepair, hazard, poor lighting, fire safety	Not Justified	Resolved

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Sunrise Assisted Living at Fair Oaks , Assisted Living Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	C-6 Discrimination in admission due to Medicaid status	Not Justified	Resolved

Sunrise Assisted Living of Arlington , Assisted Living Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	F-6 Personal hygiene	Not Justified	Resolved
	G-3 Dental services	Not Justified	Resolved
	G-7 Vision and hearing	Not Justified	Resolved
	K-3 Equipment/building - disrepair, hazard, poor lighting, fire safety	Not Justified	Resolved

Sunrise of Alexandria , Assisted Living Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	A-6 Resident-to-resident physical or sexual abuse	Verified	Resolved

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Sunshine Senior Care Center , Assisted Living Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	A-5	Gross neglect	Withdrawn
	F-5	Medications - administration, organization	Withdrawn
	K-2	Cleanliness, pests	Withdrawn

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Tall Oaks at Reston , Assisted Living Facility

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Case 1	B-5	Information regarding medical condition, treatment and any changes	Undetermined	Resolved
	C-4	Discharge/eviction - planning, notice, procedure	Not Justified	Resolved
	E-1	Billing/charges - notice, approval, questionable, accounting wrong or denied	Partially Verified	Resolved
	F-3	Care plan/resident assessment-inadequate, failure to follow plan or physician	Verified	Resolved
	F-8	Pressure sores	Verified	Resolved
Case 2	F-5	Medications - administration, organization	Not Justified	Resolved
Case 3	F-5	Medications - administration, organization	Not Justified	Resolved
Case 4	J-1	Assistance in eating or assistive devices	Not Justified	Resolved
	K-9	Supplies and linens	Not Justified	Resolved
	M-2	Shortage of staff	Not Justified	Resolved
Case 5	G-1	Assistive devices or equipment	Not Justified	Resolved

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Washington House, The , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	A-5 Gross neglect	Undetermined	Resolved
	F-12 Wandering, failure to accommodate/monitor	Verified	Resolved
	F-9 Symptoms unattended, no notice to others of change in condition	Partially Verified	Resolved
	M-0 Staff bringing children to work	Verified	Resolved
	M-3 Staff training, lack of screening	Partially Verified	Resolved
Case 2	B-4 Information regarding advance directive	Verified	Resolved
	D-3 Dignity, respect - staff attitudes	Undetermined	Partially Resolved
	E-3 Personal property lost, stolen, used by others, destroyed	Verified	Partially Resolved
	F-10 Toileting	Undetermined	Partially Resolved
	F-3 Care plan/resident assessment-inadequate, failure to follow plan or physician	Verified	Resolved
	M-2 Shortage of staff	Verified	Not Resolved
	M-5 Staff unresponsive, unavailable	Partially Verified	Partially Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

From 12/01/2002 To 04/30/2004

Northern Virginia Long Term Care Ombudsman Program
12011 Government Center Pkwy, Suite 708, Fairfax, VA. 22035-1104
Intake line: (703) 324-5861

M = Mediation (All result in undetermined finding)

S = Systemic (facility-wide issues)

Westminster at Lake Ridge , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	F-10 Toileting	Verified	Resolved
	F-3 Care plan/resident assessment-inadequate, failure to follow plan or physician	Verified	Resolved
	H-1 Physical restraint - assessment, use, monitoring	Verified	Partially Resolved
	J-1 Assistance in eating or assistive devices	Partially Verified	Resolved

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Woodbine Rehabilitation and Healthcare Center , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	F-1 Accidents, improper handling	Partially Verified	Resolved
Case 2	A-5	Undetermined	Resolved
	B-5 Information regarding medical condition, treatment and any changes	Undetermined	Resolved
	F-3 Care plan/resident assessment-inadequate, failure to follow plan or physician	Undetermined	Resolved
	F-5 Medications - administration, organization	Undetermined	Resolved
	F-9 Symptoms unattended, no notice to others of change in condition	Undetermined	Resolved
	J-6 Therapeutic diet	Undetermined	Resolved
	M-3 Staff training, lack of screening	Undetermined	Resolved
Case 3	F-3 Care plan/resident assessment-inadequate, failure to follow plan or physician	Verified	Resolved
	F-5 Medications - administration, organization	Verified	Resolved
	F-9 Symptoms unattended, no notice to others of change in condition	Not Justified	Resolved
	J-2 Fluid availability/hydration	Undetermined	Resolved
Case 4	F-5 Medications - administration, organization	Undetermined	Resolved

ALPHABETICAL LISTING OF LONG-TERM CARE PROVIDERS WITH COMPLAINTS (Complaint Log)

From 12/01/2002 To 04/30/2004

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Case 4	F-9	Symptoms unattended, no notice to others of change in condition	Partially Verified	Resolved
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Woodbine , Nursing Facility

<u>File Number</u>	<u>Category</u>	<u>Finding</u>	<u>Status</u>
Case 1	F-0	Results of xrays took 8 hours before sending to hospital	Not Justified
	F-1	Accidents, improper handling	Verified
	F-5	Medications - administration, organization	Not Justified
	L-4	Inadequate record-keeping	Verified